

## goSys Managed Services

**MANAGED | PROACTIVE | CONSISTENT | RELIABLE**



**PROACTIVE  
OUTSOURCED  
TECHNOLOGY  
SERVICES**

# Ghent Computer Managed Services

goSys = Ghent Computer Online System

## Why goSys?

- Save Money!
- Unlimited Support 8am—5pm!
- One Fixed Monthly Rate = One Bill!
- Increase staff productivity!
- Faster Problem Resolution
- Vendor Management Made Easy!
- Prevent Disasters Before They Happen!
- Simplify Your IT Support!
- Gain Peace of Mind!

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## How goSys Can Help Your Business

### Do you only request support when you have problems?

If so, like many other businesses, you are unnecessarily losing money. When computers and networks are down you lose productivity from your employees, and computer problems can worsen, both resulting in higher costs.

You must also consider which provider to call to fix your issues. In a network environment this can be confusing since multiple elements are integrated to provide a single solution, such as Internet connectivity.

### Managed Services prevents these problems!

By proactively managing your network 24x7x365 using our goSys software we can prevent most problems before they become critical, thus decreasing network downtime and increasing worker productivity. We even manage all of your technology vendors so you will never need to worry about who to call. We will take care of it for you.

Best of all, we do all this for a **flat monthly price with unlimited support!**

Simplify your IT Budget with one Flat Monthly Price for Unlimited Support, 24X7X365 Monitoring, and faster turn around times on requests.

### It's like having your own in-house IT staff



## Facts About Proactively Managed Networks

### Hiring a full time Technician is costly

Most businesses don't need a full-time IT employee, and can save money by outsourcing.

**93% of computer problems can be proactively addressed before creating downtime.**

With our 24x7x365 monitoring we can catch "sparks" before

they turn into "fires". When problems occur on the network we are notified by our advanced monitoring system no matter what time of day.

### Managed PCs Cost 37% Less Than Unmanaged

According to a Gartner survey, being proactive pays off.

**Most IT firms are reactive, earning revenue when your**

**systems are down. Managed Service Providers are paid to keep your systems up & running**



## Unlimited Support 8am—5pm M—F

One amazing feature of the goSys program is that during the hours of 8am to 5pm EST Monday through Friday, all of your support requests for covered hardware and software are billed at the **flat monthly price**.

If you ever have an issue, just submit a support request ticket right from your desktop! Our help desk staff will quickly respond to your support request and update you by email and phone. The goSys ticketing system will also save you time when requesting support because it's just a click away.

Using goSys remote capabilities, a Technician can be granted access to any trouble system and support that system remotely. While most issues can be resolved in this manner, when onsite visits are necessary they are covered at no extra cost with our go-Sys program!

Our pricing also **simplifies budgeting** with a predictable flat monthly rate and prevents you from receiving dozens of invoices for regular service. Say goodbye to hourly billing for your business network support.



New projects are still available hourly for needs outside of regular network support.

## Vendor Management

### Get Support Now!



Getting support for your network could never be easier! Simply click on the green circle in your taskbar on any workstation on the network. This will immediately submit a ticket in our system to notify help desk.

Ever wonder which of your technology vendors you should call when you have a problem? Don't worry about speaking or understanding the technology lingo. We'll manage all your technology vendors for you.

Ghent Computer will work with your ISP, Web Hosting Provider, Printer & Copier

Vendors, Phone Company and more saving you the hassle.

Managing these vendors allows you to focus on doing your job. We will agree to cover technology vendors and function as a **single point of contact**. Any issues with these vendors will be submitted through the go-Sys ticketing system right to our help desk.

Not only does this make your life easier, but it can also prevent costly mistakes and miscommunications by other technology vendors.

Let us show you how much money you can save through our unique vendor management service.

## 24x7x365 Remote Monitoring of Critical Devices

Let us catch the "sparks" before they turn into "fires".

The goSys program will provide you the peace of mind knowing that your network will be **monitored 24 hours a day 365 days a year!** Our system continues to monitor critical systems at times when most IT staff are already home.

goSys will monitor your critical hardware and applications to help prevent disas-

ters before they happen. If there is a problem a ticket will be created to resolve the issue and we will be notified immediately.

Here are examples of what we monitor:

1. Server Availability
2. Critical System Failures
3. System Memory
4. Hard Drive Space
5. Backups
6. Printers
7. Remote Access Events
8. File Databases
9. Security Events
10. Email Services & Websites
11. Routers
12. Approved 3rd party programs and more!

## Preventative Maintenance

The goSys program includes ongoing maintenance for your network that keeps your systems running smoothly and secure with current updates.

As studies have shown, preventative maintenance pays off. In the long run managed networks cost much less than unmanaged networks.

Here are some examples of what we do behind the scenes to prevent computer problems:

1. Anti-Spyware Scans

2. Anti-virus Scans

3. Resolution of any backup problems

3. Defragmentation of Hard drives



4 Regular rebooting of servers at night

5. Monitored Ticket Resolution: Any problems reported from monitoring will be resolved

6. Removal of malicious programs

7. Critical update installation and monitoring

8. Monitoring Software Services

... And many more!

Best of all, Ghent Computer will provide monthly reports exhibiting the health of your network!

See Network Reporting on Page 5.

## Security

When all of your data is available in a digital format, it is important that your network is secure and backed up properly.

**Your data is our top-priority.** goSys will monitor network security on your network 24 hours a day!

We will also run regular anti-virus scans, make sure your

security software is working properly, and that it is up-to-date (software costs not included).

goSys can also block access on your network to commonly abused applications such as Napster, Kazaa, or even Solitaire.

By monitoring these areas **24x7x365** we will prevent

viruses, spyware, malicious time-wasting programs and hackers from interrupting your work.

On average, 93% of IT problems can be proactively addressed before becoming performance problems, downtime, loss of data or security breaches.



### Be Pro-Active

Small and mid-size businesses report an average of over 50 hours of lost productivity per employee per year due to IT problems.

## Remote Support and Remote Access

How are we able to offer unlimited support with increased turnaround time?

The answer is in our state of the art software program **goSys** that we install on each of our client's machines.

This allows us to remotely monitor your systems for issues, and access it any time to resolve problems. When granted permission, our help desk can see your users desktop to efficiently solve any issues. **It's like having an IT staff**

**onsite** to immediately help your staff with any technical needs.

By completing most service requests remotely, we can decrease costs and increase response time. If necessary, onsite support is also available at no extra cost!

We can also give your users the same access we have from home, so you can safely and securely **work from anywhere!** Ask a representative for details.



# Server Protection

Regardless of the size or type of network, we understand how important your server is to the success of your business. Servers typically store mission-critical data and programs necessary for your operation to run properly.

Ghent Computer is so confident in the proactive results of our goSys program that we guarantee your server up-time or else we'll repair or reload your server at no cost to you.

Disaster Recovery can be a rare but expensive event to your business. This is

why Ghent Computer emphasizes a proactive network to avoid the possibilities of this happening. In the rare chance your network does incur any server outages, goSys will save you the surprise of an expensive bill by resolving your issues at no additional costs (not including hardware).

**As opposed to traditional IT service companies which profit in revenue from your network emergencies, Ghent Computer will be rewarded with the quality and health of your network.**



## Network Health Reporting

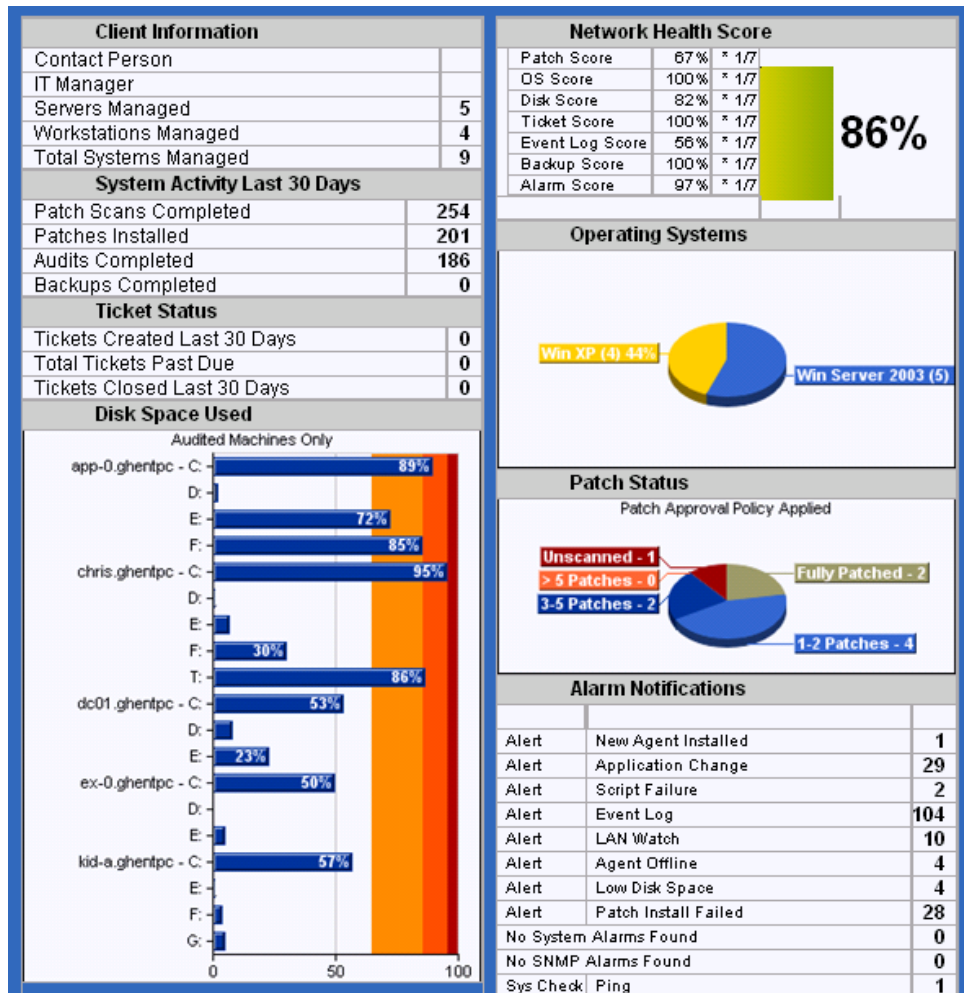
### What's The Score of Your Network?

Wondering how the health of your network measures up? Stop guessing. Ghent Computer offers a monthly report-card of your network to report on it's most critical processes.

With the **goSys Executive Summary Report**, you are informed of work Ghent Computer has performed. This report also details the status and health of your network.

The example on the right is just one of many reports available to you as a goSys customer. Network reporting is yet another service that helps you manage your network proactively; not reactively.

All goSys reports can be automatically scheduled for delivery by email.



# Where Do I Go From Here?

## Please call us to get started!

1. Ghent Computer will set an appointment to evaluate your existing infrastructure at no cost to you. We will review your current network requirements for the goSys program.
2. We will go over, in detail, how you can benefit from goSys, and the importance of changing your network operation to a proactive environment.
3. We will create a customized proposal based the size and complexity of your network and present it to you.

We are confident that you will see the cost-saving benefits. There is no cost for this consultation, and there is no obligation to sign-up!

**Remember, this is a decision to change from a reactive network to a proactive one.**

You will no longer worry about how much you are going to be billed for computer support. Even if your entire server crashes, we will get you up and running with no labor costs beyond your monthly payment!

Thank you for taking the time to learn more about goSys, Ghent Computer's unique managed services program. We look forward in hearing from you and having the opportunity to work with your business!

- Ghent Computer Team



### goSys Highlights:

**Flat Rate**

**Unlimited Support  
8—5 Monday – Friday**

**Vendor Management**

**24x7x365 Network  
Monitoring**

**Save on Overall IT  
Costs!**

**We are a Comptia Authorized Service Center and we are Microsoft Certified**



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## Our Mission to you

Ghent Computer serves businesses and the public with computing and technology needs. We help businesses embrace the power of technology. We deliver a personal and professional service experience for each of our customers technology needs.

Your satisfaction with our service and equipment is our top priority. Being a small business ourselves, we understand the importance than an efficient business network has to your bottom-line.

